QA Audit W22

📆 **date of audit:** 29.05.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 28.05.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna to inquire about their outstanding debts and to confirm the receipt of a product.

Outcome: The agent provided the customer with the details of their debts and sent the invoice via email. The customer expressed some confusion about the notifications and payment process but received the necessary information to proceed.

⬆️ **Positive notes:**

Good information provided and pleasant ending of the call.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement opportunities:**

Communication:

Please avoid saying things like *no, no, no* when a customer is asking something and what they are saying is not correct. It can make some customers upset.

✅/❗ ***Audit passed or failed:***

100% Passed